Your Services Your Council Tax

How the County Council, District Council, Fire and Police Authorities spend your money - a guide for residents and Business Rate payers

2012/13

South Cambridgeshire District Council

Cambridgeshire & Peterborough Fire Authority

Cambridgeshire County Council

Introduction

Nick Clarke
Leader of Cambridgeshire County Council

Ray Manning
Leader of South Cambridgeshire District Council

Roy Pegram
Chairman of Cambridgesnire and Peterborough Fire Authority

Ruth Rogers
Chairman of Cambridgeshire Police Authority

Your Council Tax helps to pay for the wide range of services provided by Cambridgeshire County Council, South Cambridgeshire District Council, Fire and Police Services.

To most people the face of Local Government is the face they see at a local level - the librarian, the home help, the refuse collector, the fire fighters, police officers or teachers, to name but a few.

The Councils provide a wide range of services and support the schools, care for the elderly, maintain the roads, parks and open spaces, recycle rubbish, care for the environment, offer leisure facilities and provide affordable housing, as well as administering Housing and Council Tax Benefits.

At a time of continuing significant financial constraints and change we have all worked together to produce this leaflet, giving you all the information you need about your Council Tax for the coming financial year. We hope it will make understanding your bill much easier.

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There is a statutory requirement for us to provide you with this information booklet, which forms part of your 2012/2013 bill. The cost to produce the booklet is subsidised via local advertising.

South Cambridgeshire District Council, Cambridgeshire County Council, Cambridgeshire Police Authority and the Cambridgeshire & Peterborough Fire Authority do not warrant the accuracy of any description or statement contained in any advertisement herein nor do they endorse any product or service advertised. Printed on genuine 100% recycled, 100% de-inked paper using vegetable based inks.

Your Council Tax

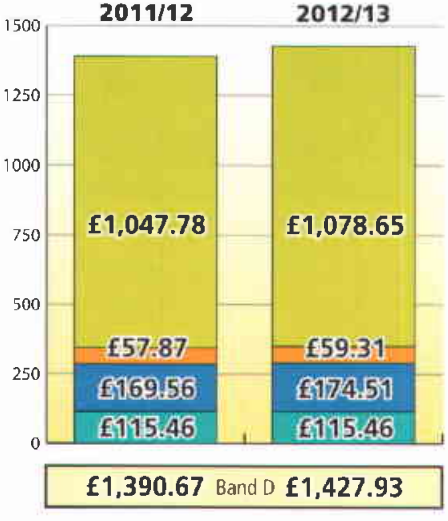
How Council Tax is calculated

Note: if your parish or town council has set its own council tax this is shown on pages 12 or 13 and is in addition to the figures above.

	County Council £m	Fire Authority £m	Police Authority £m	South Cambridgeshire £m
Gross spending	705.8	31.3	135.0	56.29
Income	-302.2	-1.5	-6.0	-40.6
Net expenditure	**403.6**	**29.8**	**129.0**	**15.69**
Government funding				
Business Rates	-105.3	-12.8	-28.5	-5.14
Non ring-fenced Grants	-57.8	-0.2	-0.5	-2.68
Police Grant	-	-	-50.0	-
Internal funding				
Use of Reserves	-	-0.2	-1.4	-0.85
Council Tax Requirement	**240.5**	**16.6**	**48.6**	**7.02**
Council Tax at Band D	1,078.65	59.31	174.51	£115.46

Total Band D Council Tax £1,427.93

Where your money goes



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The Council has a duty to provide a wide range of services to the public including the administration of council tax. Whilst the Council has a duty for ensuring the confidentiality of personal data that it holds, it also has a duty to protect the public funds it administers. This may include sharing information for these purposes both internally and externally. For example, in administering public funds or the appointment of collection agencies responsible for collecting local taxes on behalf of the Council or for data matching. It may also include sharing information for other legitimate purposes including the prevention and detection of crime.

Further information about the Data Protection Act is available on our website or can be sent to you upon request by contacting the Council's Information Management Team.

If you have concerns about the processing of personal data by the Council, or you want to know more about your rights, you can contact the Information Commissioner's Office, at the following address:
Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Tel: 08456 30 60 60 or 01625 54 57 45
Fax: 01625 524510
Or you can access their website at www.ico.gov.uk

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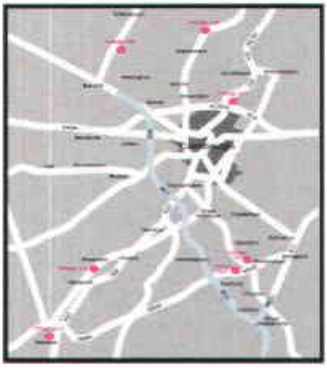

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Which services do we provide?

Cambridgeshire County Council

Children and Young People's Services

It costs on average £4.7 million to run a secondary school with 1,000 pupils and approximately £0.9 million a year to run an average size primary school

- Working with more than 240 schools to ensure over 77,000 children get the high quality education to which they are entitled
- Providing free Early Years education for about 11,500 children
- Providing more than 1,000 disabled children and young people with short breaks, including more than 65,000 hours of individual support and around 4,300 overnight stays
- Safeguarding children at risk of harm and supporting vulnerable families to improve their situation through the efforts of social work teams
- Looking after children in care, finding them adoptive parents and supporting 450-500 children at any one time in foster and residential care

Adult Social Care

Around £64 million will be spent on caring for older people this year

- Caring for over 7,500 people in their own homes
- Giving over 8,000 older people and those with disabilities and mental health issues, choice and control over their care needs through personalised budgets and direct payments
- Providing social care services to over 2,700 people following discharge from hospital

Economy, Transport and Environment Services

It costs over £474,000 a week to dispose of household waste in Cambridgeshire

It costs approximately £13,000 to complete a full gritting run

- Maintaining 2,600 miles of roads, 2,400 miles of footways, 2,000 bridges and 56,000 street lights
- Helping 17,400 people benefit from adult learning
- Providing for approximately 4 million single Park and Ride bus journeys
- Transporting 15,000 children to school every day
- Managing approximately 310,000 tonnes of waste of which over 55% is recycled
- Intervening in rogue trader cases involving over 125 victims and in excess of £600,000
- Gritting around 1,100 miles of roads and footpaths in winter weather
- Helping 17,400 people benefit from adult learning
- Dealing with 55,000 phone calls, letters and e-mails a year for roads, footways and street lighting

Corporate Services

- Welcoming 2.8 million visitors each year to our libraries
- Handling 450,000 enquiries to our call centre
- Registering 15,000 births, marriages, civil partnerships and deaths

Cambridgeshire and Peterborough Fire Authority

- Prevention - promoting safety awareness across the county
- Protection - minimising risk by enforcing legislation
- Emergency Response - dealing with more than 10,000 emergencies a year

The Police service costs £3.24 per person per week

Cambridgeshire Police

- Decreasing crime and disorder – including the People's Priorities set at local area meetings
- Reducing anti-social behaviour in partnership with other agencies
- Answering more than 10,000 '999' calls a month
- Tackling serious and organised crime and confiscating thousands of pounds worth of criminal assets

South Cambridgeshire District Council

South Cambridgeshire District Council provides a wealth of services to its 149,611 residents, including:

Environmental services

- Collecting waste and recycling from approximately 62,300 households
- Cleaning streets, dealing with abandoned cars and clearing and investigating fly tipping
- Making sure food premises are clean and safe and making this information readily available to you
- Advising on and enforcing health and safety at work
- Dealing with pollution and offering pest control services
- Licensing taxis, public entertainment and the sale of alcohol

Housing services

- Improving the supply of affordable homes
- Managing approximately 5,460 Council homes
- Providing housing advice and support for homeless people

Planning services

- Considering planning applications, dealing with development without planning permission and building control
- Conserving our environment and buildings
- Developing planning policy to shape the future of the district

New communities

- Developing the local economy
- Planning for major developments
- Supporting local tourism
- Supporting arts and sports development
- Working towards a sustainable South Cambridgeshire

Working with communities, partners and customers

- Promoting community safety
- Supporting, strengthening and engaging with our communities
- Providing community and voluntary sector grants
- Making sure all our customers can access services equally, in the best way for them
- Administering local democracy including elections

Corporate services

- Increasing customer access and developing smarter ways of working through technology and partnerships
- Providing support for those who need help with housing and council tax benefits
- Collecting Council Tax and Business rates
- Providing support services such as accountancy and legal

Providing all of these services costs an average tax payer £2.22 a week

It costs approximately £59 per household per year to collect the district's domestic waste and recycling

Over 53% of household waste is recycled or composted.

For more information please visit www.scambs.gov.uk

Where your money goes

	2012-13 Estimated Gross Expenditure £m	2012-13 Estimated Gross Expenditure %	2011-12 Estimated Expenditure %
Environmental Health, Street Cleaning, Recycling, Licensing & Private Sector Housing	8.04	14.3%	14.9%
Planning, Conservation & Building Control	3.99	7.1%	6.5%
Finance, Councillor Administration, Corporate Management, Elections, Collection of Business Rates & Council Tax	4.46	7.9%	7.9%
Council Tax & Housing Benefit	34.54	61.4%	59.8%
Developing new communities, sustainability, planning policy & supporting arts	2.47	4.4%	5.1%
Housing strategy and non-landlord housing services	1.90	3.4%	4.1%
Economic Development	0.23	0.3%	0.3%
Developing policy & communications	0.66	1.2%	1.4%

Where the money comes from

	2012-13 Estimated Income £m	2012-13 Estimated Income %	2011-12 Estimated income %
Council Tax	7.02	12.5%	13.0%
Interest on savings (cash reserves)	0.48	0.9%	1.0%
Redistributed Business Rates	5.14	9.1%	8.7%
Grant from Government (Revenue Support Grant)	0.10	0.2%	2.7%
Using up savings	0.85	1.5%	1.9%
Council Tax & Housing Benefit Grant	34.36	61.0%	58.9%
Grants, Fees & Charges	8.34	14.8%	13.8%

Further information on the estimated expenditure for 2012/13 is available on the Council's website:
www.scambs.gov.uk/CouncilTaxAndBenefits/finance/EstimatesBook

Budget Changes

	District £'000	Parish £'000	£'000
General Expenses 2011/12	**12,967**	**3,929**	**16,896**
Increase in precepts		110	110
Increase in expenditure on Council Tax and Housing Benefits	2,644		2,644
Increase on gross expenditure on services	287		287
Income from grants (increase) fees and charges (decrease), etc.	-4,005		-4,005
Internal Drainage Boards	0		0
Decrease in interest on balances	75		75
Increase in capital charges reversed out	-197		-197
Decrease in contribution from reserves	694		694
General Expenses 2012/13	**12,465**	**4,039**	**16,504**
Government Funding for the year to 31 March 2012	-6,033	0	-6,033
New Homes Bonus	-1,017		-1,017
Council Tax freeze grant	-176		-176
Decrease in Revenue Support Government grant for current year	1,320		1,320
Increase in business rates redistributed by the Government	533		533
Collection Fund movement	-73		-73
Government Funding plus adjustment for the financial year to 31 March 2013	**-5,446**	**0**	**-5,446**
Amount to be raised from council tax	**7,019**	**4,039**	**11,058**

Have your say

Join the South Cambs DC Consultation Panel!

We think it's really important to listen to our customers to find out how you think we're performing and what we should be focussing on in the future. So we can do this consistently throughout the year, we've set up a Consultation Panel, and we need your input to make it work.

To Join the Panel please visit http://scambs.jdi-consult.net/conspanel/, pick up a leaflet at the Council Offices or contact the Policy and Performance Team on (01954) 713366, email: richard.may@scambs.gov.uk

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S.CambsLocalAuthorityGuide08 11

You may be contacted via the methods of communication for which you have provided details. Where a mobile number has been provided, you may be contacted by voice mail, SMS or other electronic means.

Enquiring on behalf of? Yourself ☐ Other ☐

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Your Council Tax by parish

Here's how the average Band D Council Tax bill for 2012/13 breaks down by parish (other Bands are worked out as a proportion of Band D. For Band A- multiply by 5/9, A 6/9, B 7/9, C 8/9, E 11/9, F13/9, G 15/9 and H 18/9).

South Cambridgeshire District Council = £115.46, Cambridgeshire County Council = £1,078.65 Cambridgeshire Police Authority= £174.51, Cambridgeshire Fire Authority= £59.31 + parish council = total (as set out below)

Village	Parish Precept 2011/12	Parish Precept 2012/13	Parish Council Tax	Total Band D Council Tax
Great Abington	12,000	12,000	33.37	1,461.30
Little Abington	14,800	15,100	54.57	1,482.50
Abington Pigotts	0	0	0.00	1,427.93
Arrington	9,980	12,230	67.23	1,495.16
Babraham	10,335	10,391	90.75	1,518.68
Balsham	40,500	41,500	59.77	1,487.70
Bar Hill	97,568	97,568	65.39	1,493.32
Barrington	24,000	26,000	54.95	1,482.88
Bartlow	0	0	0.00	1,427.93
Barton	15,000	16,000	39.84	1,467.77
Bassingbourn	60,000	61,800	48.97	1,476.90
Bourn	33,208	33,540	76.70	1,504.63
Boxworth	2,500	2,500	25.61	1,453.54
Caldecote	58,540	61,467	87.25	1,515.18
Cambourne	293,372	339,915	109.77	1,537.70
Carlton	2,100	2,500	25.59	1,453.52
Castle Camps	9,500	9,500	33.60	1,461.53
Caxton	9,980	9,980	41.79	1,469.72
Childerley	0	0	0.00	1,427.93
Chishill	22,500	22,500	70.29	1,498.22
Comberton	65,000	58,816	62.23	1,490.16
Conington	0	0	0.00	1,427.93
Coton	23,300	23,300	60.63	1,488.56
Cottenham	153,000	153,000	64.01	1,491.94
Croxton	4,500	4,679	59.30	1,487.23
Croydon	2,860	3,030	29.25	1,457.18
Dry Drayton	8,500	9,500	32.35	1,460.28
Duxford	37,500	38,680	50.06	1,477.99
Elsworth	17,000	17,000	55.57	1,483.50
Eltisley	10,155	11,164	61.34	1,489.27
Great & Little Eversden	12,000	15,500	41.17	1,469.10
Fen Ditton	19,532	20,118	58.96	1,486.89
Fen Drayton	13,728	14,277	40.51	1,468.44
Fowlmere	30,098	33,000	60.72	1,488.65
Foxton	20,550	21,000	39.50	1,467.43
Fulbourn	115,000	120,000	61.17	1,489.10
Gamlingay	151,500	157,600	110.60	1,538.53
Girton	82,953	89,131	49.39	1,477.32
Little Gransden	4,300	4,400	33.33	1,461.26
Grantchester	21,000	21,000	76.95	1,504.88
Graveley	5,000	5,150	52.82	1,480.75
Hardwick	54,000	54,000	56.33	1,484.26
Harlton	8,000	8,000	55.29	1,483.22
Harston	31,525	32,030	40.26	1,468.19
Haslingfield	63,402	62,902	88.62	1,516.55
Hatley	3,000	3,800	38.58	1,466.51

Village	Parish Precept 2011/12	Parish Precept 2012/13	Parish Council Tax	Total Band D Council Tax
Hauxton	18,000	18,000	55.81	1,483.74
Heydon	3,550	3,750	29.93	1,457.86
Hildersham	12,000	12,000	110.91	1,538.84
Hinxton	8,136	8,299	51.58	1,479.51
Histon	160,000	159,800	87.37	1,515.30
Horningsea	13,000	13,676	82.44	1,510.37
Horseheath	7,700	7,700	35.00	1,462.93
Ickleton	21,000	22,000	64.37	1,492.30
Impington	112,500	116,400	75.04	1,502.97
Kingston	7,048	7,214	62.84	1,490.77
Knapwell	1,894	1,894	40.73	1,468.66
Landbeach	16,500	16,750	44.02	1,471.95
Linton	145,604	145,604	80.65	1,508.58
Litlington	18,750	20,000	55.17	1,483.10
Lolworth	2,000	2,250	32.10	1,460.03
Longstanton	70,230	75,011	67.55	1,495.48
Longstowe	4,200	4,550	48.98	1,476.91
Madingley	7,450	7,450	70.02	1,497.95
Melbourn	190,309	190,309	96.80	1,524.73
Meldreth	39,885	42,650	56.60	1,484.53
Milton	125,000	125,000	71.96	1,499.89
Guilden Morden	24,108	24,108	54.38	1,482.31
Steeple Morden	23,000	24,000	46.91	1,474.84
Newton	5,500	5,500	29.35	1,457.28
Oakington/Westwick	35,000	35,000	57.52	1,485.45
Orchard Park	43,638	51,095	74.81	1,502.74
Orwell	30,203	30,831	62.98	1,490.91
Over	36,000	30,000	26.41	1,454.34
Pampisford	9,620	10,050	63.49	1,491.42
Papworth Everard	83,602	83,602	72.25	1,500.18
Papworth St Agnes	0	0	0.00	1,427.93
Rampton	14,000	14,000	71.91	1,499.84
Sawston	277,828	279,707	104.19	1,532.12
Great Shelford	84,000	85,160	42.68	1,470.61
Little Shelford	15,900	16,600	42.43	1,470.36
Shepreth	29,100	25,530	72.67	1,500.60
Shingay-cum-Wendy	1,250	1,250	21.78	1,449.71
Shudy Camps	5,500	4,750	33.52	1,461.45
Stapleford	48,000	49,000	55.76	1,483.69
Stow-cum-Quy	9,600	9,600	42.05	1,469.98
Swavesey	50,000	51,500	53.93	1,481.86
Tadlow	2,000	2,000	24.07	1,452.00
Teversham	70,000	69,000	66.93	1,494.86
Thriplow	14,000	14,500	29.45	1,457.38
Toft	15,400	17,500	70.54	1,498.47
Waterbeach	134,160	139,459	80.69	1,508.62
Weston Colville	8,100	8,300	41.56	1,469.49
West Wickham	6,550	8,000	42.13	1,470.06
West Wratting	9,517	10,031	43.82	1,471.75
Whaddon	15,950	16,200	73.70	1,501.63
Whittlesford	34,000	34,000	42.76	1,470.69
Great Wilbraham	21,500	13,500	46.52	1,474.45
Little Wilbraham	6,000	6,500	33.37	1,461.30
Willingham	104,000	109,000	70.05	1,497.98
Wimpole	4,000	4,000	28.69	1,456.62

Parish council spending

Where your parish sets a budget above £140,000 we are required to give more details of their budgets as follows:

	2011/12 £	2012/13 £
Cambourne Parish Council		
Gross expenditure	651,898	545,890
Income/Reserves	-358,526	-205,975
Amount to be precepted	**293,372**	**339,915**
If you have any queries regarding Cambourne Parish Council's budget please call (01954) 714403 or email: clerk@cambourneparishcouncil.gov.uk		
Cottenham Parish Council		
Gross expenditure	182,730	185,596
Income/Reserves	-29,730	-32,596
Amount to be precepted	**153,000**	**153,000**
If you have any queries regarding Cottenham Parish Council's budget please email: clerk@cottenhampc.org.uk		
Gamlingay Parish Council		
Gross expenditure	795,954	292,982
Income/Reserves	-644,454	-135,382
Amount to be precepted	**151,500**	**157,600**
If you have any queries regarding Gamlingay Parish Council's budget please call (01767) 650310 or email: gamlingaypc@lineone.net		
Histon Parish Council		
Gross expenditure	162,080	182,289
Income/Reserves	-2,080	-22,489
Amount to be precepted	**160,000**	**159,800**
If you have any queries regarding Histon Parish Council's budget please call (01223) 235906 or email: clerk@hisimp.net		
Linton Parish Council		
Gross expenditure	151,767	151,604
Income/Reserves	-6,163	-6,000
Amount to be precepted	**145,604**	**145,604**
If you have any queries regarding Linton Parish Council's budget please call (01223) 891001 or email: lintonpc@btconnect.com		
Melbourn Parish Council		
Gross expenditure	230,309	213,410
Income/Reserves	-40,000	-23,101
Amount to be precepted	**190,309**	**190,309**
If you have any queries regarding Melbourn Parish Council's budget please call (01763) 262494 or email: parishclerk@melbournpc.co.uk		
Sawston Parish Council		
Gross expenditure	304,178	303,944
Income/Reserves	-26,350	-24,237
Amount to be precepted	**277,828**	**279,707**
If you have any queries regarding Sawston Parish Council's budget please call (01223) 832470 or email: jo.keeler@sawston.org.uk		

Got a question on your bill?

Drop in: to the office address on your bill between 8.30am and 5pm Monday to Friday
Call: 03450 450 500 Monday to Saturday 8am to 8pm **Email:** revenues@scambs.gov.uk **Fax:** (01954) 713 122
• Remember to quote your reference number when getting in touch.

Reminders and summonses

Remember to pay on time to avoid any action being taken against you. If you have any difficulty in paying, let us know as soon as possible and we will help if we can.

Residents have worked with us to help set the following aims for 2012/13:

- We will listen to and engage with residents, parishes and businesses to ensure we deliver first class services and value for money
- We will work with partners to create and sustain opportunities for employment, enterprise, and world-leading innovation
- We will make sure that South Cambridgeshire continues to offer outstanding and sustainable quality of life for our residents

And here's how we plan to achieve those aims for you

In our budget for 2012/13 we have announced plans for the biggest programme of building new council-owned homes since the 1950s, and over the next 30 years hundreds of new homes will be built. These will provide homes - which are affordable for all - for future generations.

We also understand how the economic downturn has meant many households are tightening their belts, and we've taken the decision to freeze the portion of council tax paid to us to help ease the burden.

We will also be taking an 'open for business' approach and have put extra funding into developing the local economy with an aim of creating new jobs. A new website to help businesses, and encourage new ones to set up in the area, will also be launched. South Cambridgeshire is a bright spot in the country with a comparatively thriving economy, but we are striving to make sure it remains vibrant to help our residents benefit from high employment and an outstanding quality of life.

But most of all, we will continue to listen to our communities to make sure we meet your future aspirations and provide high quality services that represent good value for money to taxpayers.

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Gas safe register

*Terms and conditions apply, please contact us for further details.

Cambridgeshire Police Authority

Cambridgeshire Police Authority is responsible for ensuring the local police service is effective and efficient. It sets the force's budget and publishes an annual plan for policing the county - this includes priorities and targets. During the year the authority monitors police performance against the targets. Information about the police authority can be found on its website www.cambs-pa.gov.uk.

Police authorities will be abolished later this year and the public will instead vote for a Police & Crime Commissioner (P&CC) on November 15 2012. The authority's current responsibilities will transfer over to the P&CC, who will also gain wider powers in relation to crime and community safety.

UK policing priorities

The authority's annual policing plan for 2012-15 sets out how we contribute to the national policing priorities contained in the Home Office's four-year business plan for 2011-15.

- Empower the public to hold the police to account for their role in cutting crime
- Free up the police to fight crime more effectively and efficiently
- Create a more integrated criminal justice system
- Secure our borders and reduce immigration
- Protect people's freedoms and civil liberties
- Protect our citizens from terrorism

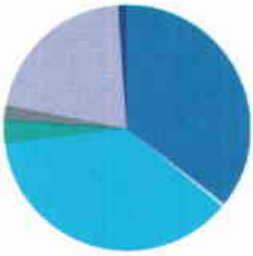
Priorities for policing Cambridgeshire

Policing priorities for Cambridgeshire are to:

- Maintain and improve local police performance
- Deliver policing in Cambridgeshire within the available budget
- Reduce crime and disorder
- Keep people safe
- Deliver specialist police functions (called protective services)

Budget

The police authority budget is financed from locally-raised council tax and from central government grants. Cambridgeshire Police Authority will receive £5.6 million less cash from central government in 2012/13. The authority has been planning for significant cuts in grant support since the summer of 2010. The costs of policing the county were forecast to increase by £0.8 million next year and in order to balance the budget the chief constable has identified savings of £6.6 million. Some of these savings cannot be realised until 2013/14 and are therefore covered by a use of reserves in 2012/13.



Where the money comes from

	£m	%
Council Tax	48.6	36
Redistributed Business Rates	28.5	21
Other Non-Ring Fenced Grants	0.5	-
Police Grant	50	37
Other Ring Fenced Grants	3.9	3
Other Income	2.1	2
Reserves	1.4	1
Total	**135.0**	**100**

What the money is spent on

	£m	%
Employees	92.0	68
Police officer pensions	14.6	11
Premises	4.6	3
Transport	2.5	2
Supplies and services	18.4	14
Capital financing	2.9	2
Total	**135.0**	**100**

The Band D council tax for 2012/13 will be £174.51, which is £3.36 per week.

Looking to the future the constabulary is collaborating with Bedfordshire and Hertfordshire Constabularies on a range of support and operational policing services. This, along with an emphasis on ensuring value for money, will help the constabulary meet future funding challenges.

Local consultation

Since December the Authority has engaged with the public via a 'Hot Topic' on our website (www.cambs-pa.gov.uk) and at Neighbourhood Panel meetings across the county and Peterborough in January and February. It is clear that many people understand the funding dilemma and would prefer a council tax increase rather than a council tax freeze in 2012/13 and further service reductions (over and above those already required) in 2013/14.

The force's priorities of decreasing crime and disorder, protecting vulnerable people, ensuring it delivers specialist police functions, improving performance locally and policing on budget were supported.

However it was clear that there were local issues, including speeding and illegal parking, which the public would like the

force to focus on. Teams are now working with people from the communities to tackle these issues.

Capital programme

The police authority has approved a capital programme for 2012/13 of £6.9 million which includes:

- Maintaining and improving buildings
- Vehicle replacement
- Communication and information management systems

Workforce

The police authority has budgeted for 1,370 police officers, 195 police community support officers and 837 police staff. Volunteer special constables continue to provide valuable support with 275 in post and a drive to recruit many more.

Reserves

The police authority will have estimated general reserves of £9.3 million (7.3 per cent of net budget) at the end of 2011/12 reducing to £7.3 million by March 2014.

The authority also maintains earmarked reserves for potential risks, new initiatives and to deal with insurance claims. These are estimated to be £11.4 million at the end of 2011/12.

Contacts

If you need to contact the Police Authority, please write to:

The Chief Executive
Cambridgeshire Police Authority
Constabulary Headquarters
Hinchingbrooke Park
Huntingdon
Cambs
PE29 6NP

Phone: **0300 333 3456**

E-mail:
police.authority@cambs.pnn.police.uk

www.cambs-pa.gov.uk

CAMBRIDGESHIRE & PETERBOROUGH FIRE AUTHORITY
Working together to improve community safety

Cambridgeshire and Peterborough Fire Authority is responsible for providing an efficient and effective fire and rescue service. It does this through:

- Agreeing a dynamic annual plan, incorporating proposals in the Integrated Risk Management Plan (IRMP), which is matched with an annual budget.
- Monitoring and reviewing performance and spending against its plans.
- Balancing resources across all areas of Prevention, Protection and Response.

Cambridgeshire Fire and Rescue Service continues to be one of the lowest financing fire and rescue services in the country, yet continually strives to improve the service it provides to the public.

Background

On the back of the global economic crisis, Local Government as a whole finds itself with an unprecedented set of financial challenges that it must resolve over the remainder of the current comprehensive spending review period.

The Government grant to Cambridgeshire and Peterborough Fire Authority was reduced by 9.5% (£1.4m) for the financial year 2011/12. The reduction for the forthcoming financial year is 3.08% (£444k). The fire service has assumed that the remainder of the reductions in grant funding, to the published figure of 25%, will be spread evenly over the remaining two financial years (2014 and 2015).

As part of the settlement, the Government set aside a specific grant for 2011/12 that can be used by fire authorities, to offset council tax increases of up to 2.5 per cent. This grant was also available in 2012/13, however the Fire Authority sought the views of the public before making a decision not to accept the grant. This is because in 2014/15 the grant will disappear presenting the Fire Authority with the challenge of finding an additional £400,000 from either within its reduced budget or by raising council tax significantly within a one year period.

What does this mean?

The budget has been prepared for the medium term (the next four or five years) after making a number of assumptions, which are:

- From 2012/13, an increase in council tax of 2.5% will be applied;
- A pay award will be received in 2012/13 of 1%; and
- Non pay inflation will track government inflation projections, with the exception of fuel. This has been reflected separately at 22%.

An additional £444k has been taken from the grant in 2012/13, over that received in 2011/12. The Combined Fire Control savings of £457k and additional support budget reductions of £220k have been applied to the budget. These savings, along with an increase to council tax of 2.5% ensure inflationary increases can be met.

The significant challenges for this Authority occur in years 3 and 4 (2014 and 2015). Estimates still suggest that we will need to find £900k in year 3 and £1.580m in year 4. The Service Redesign Programme remains on track to deliver these savings.

	2011/12 £m	Inflation £m	Other Variations £m	2012/13 £m
Employees	22.330	0.243	0.069	22.642
Premises	1.221	0.059	0.041	1.321
Supplies and Services	4.716	0.156	-0.297	4.575
Transport	0.555	0.060	0.037	0.652
Agency Costs	0.090	0.001	0.000	0.091
Capital Financing	1.549	0.025	0.468	2.042
Gross Expenditure	**30.461**	**0.544**	**0.318**	**31.323**
Income	-0.984	-0.017	-0.512	-1.513
Net Expenditure	**29.477**	**0.527**	**-0.194**	**29.810**
Financed by:				
Business Rates	10.389	-	2.390	12.779
Non-ringfenced Government Grant	3.082	-	-2.834	0.248
Use of Reserves	0.000	0.000	0.200	0.200
Council Tax Requirement	16.006	0.527	0.050	16.583
Total	**29.477**	**0.527**	**-0.194**	**29.810**

Budget

The Fire Authority has approved a budget of £29.81m for 2012/13. This means a Band D council tax of £59.31. This equates to £1.14 a week.

Capital Spending

The Fire Authority's capital programme includes:

- The purchase of fire appliances and other operational vehicles
- Property maintenance and improvements
- Operational equipment
- Information technology and communications equipment

Reserves

The Fire Authority will have estimated general reserves of £2.079 million (7% of net budget) at the end of 2011/12, to fund excessive operational costs that might arise from extreme weather conditions, to mitigate against business continuity events (eg pandemic flu).

Information

You can see copies of the Fire Authority's priorities for 2012/13 and Integrated Risk Management Plan (IRMP) on its website www.cambsfire.gov.uk.

You will also find information on the website about the future cuts as plans proceed during 2012/13.

Contacts

If you need more information about the Fire Authority, please contact:

Director of Resources
Cambridgeshire Fire & Rescue Service
Fire Headquarters
Hinchingbrooke Cottage
Brampton Road
Huntingdon
PE29 2NA
Phone: **01480 444619**
Email: **budget@cambsfire.gov.uk**

www.cambsfire.gov.uk

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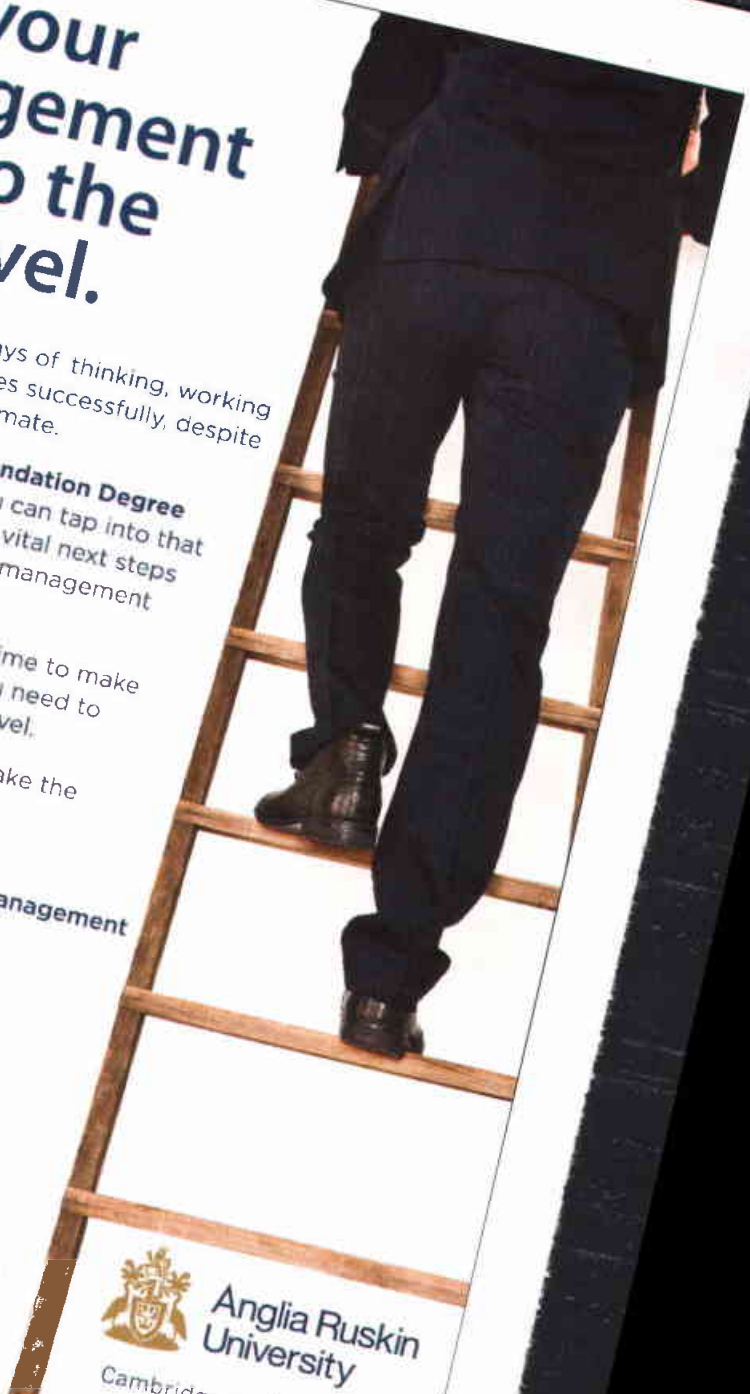


Anglia Ruskin University

Cambridge & Chelmsford

Our Integrated Plan for 2012/13 will deliver a strong, compelling vision for Cambridgeshire.

Cambridgeshire County Council

Introduction from the Leader - Councillor Nick Clarke

Cambridgeshire is a place that is open for business, and economic growth is very much at the heart of our plans.

Supporting investment in superfast broadband, seeing an Enterprise Zone come to Alconbury, helping entrepreneurs to get involved in local transport solutions – the County Council is committed to helping the County lead the UK economy to recovery.

We all know that funding for public services has fallen and will continue to do so after ten years of continual growth. Even so, the public's expectations of services remain high.

There are additional calls for our services as our population is growing and living longer. And the overall financial climate remains unsettled.

Apart from these economic duties, we also have statutory duties – to protect the most vulnerable in our society.

We are meeting these challenges by transforming the way in which we provide services, and becoming even more efficient.

This year's plan contains some £42 million in savings and efficiencies.

We are keeping a close watch on costs. For example one project is already saving £1.5 million in Adult Social Care whilst helping people to live more independently.

Our partnership with Northamptonshire to share back office services celebrated its first anniversary and continues to deliver excellent support for the Council whilst saving us money.

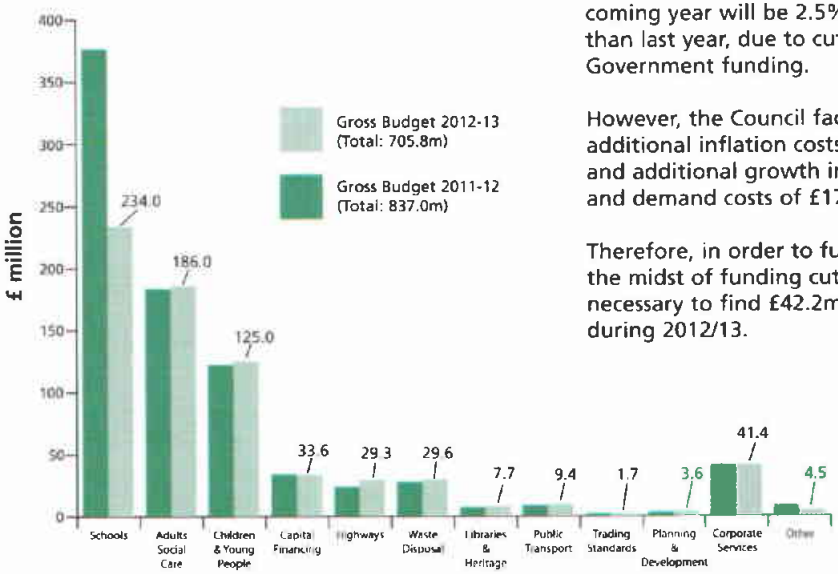
Transforming the Council is at the heart of our plans, helping us to save money whilst delivering better outcomes for people.

Contrary to the national trend, the number of children in care has fallen in Cambridgeshire, as we have supported families to help keep children and young people at home.

Our investments are paying dividends, with the Busway opening for business in August and surpassing expectations with hundreds of thousands of trips every month since.

Revenue spending on services

Which services do we provide, for how much, and how does that compare to last year?

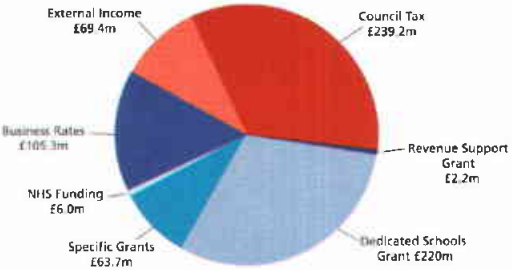


Gross non-school expenditure in the coming year will be 2.5% higher than last year, due to cuts in central Government funding.

However, the Council faces additional inflation costs of £10.8m and additional growth in population and demand costs of £17.6m.

Therefore, in order to fund these in the midst of funding cuts, it will be necessary to find £42.2m of savings during 2012/13.

Where the county's money comes from



Blue toned segments are money from Central Government.
Red toned segments represent money raised within Cambridgeshire.

Only 34% of the money which we spend on providing our services comes from Council Tax. This amounts to £239m of the total Council Tax collected by your billing authority in the following proportions:

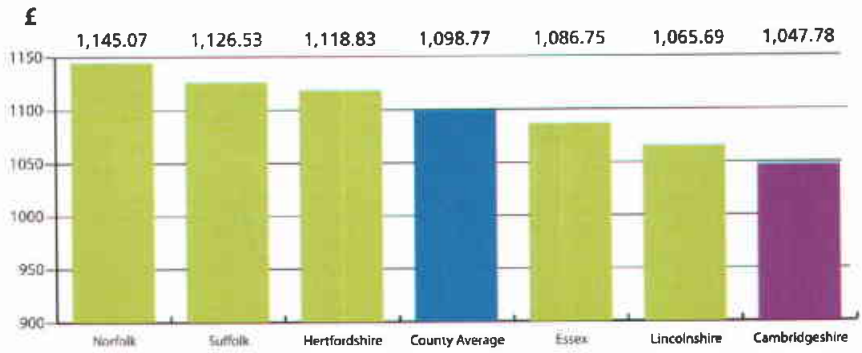
Cambridge £44m
East Cambs £32m
Fenland £33m
Hunts £65m
South Cambs £65m

This equates to £388 per head of population.

Overall the Council Tax rise for the County Council element is 2.95%: 59p per week at Band D. The County Council element for all bandings will be as follows:

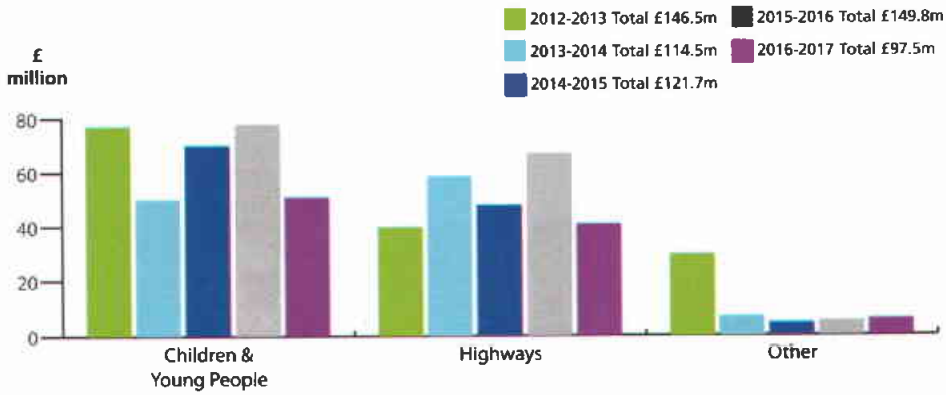
A	B	C	D	E	F	G	H
719.10	838.95	958.80	1078.65	1318.35	1558.05	1797.75	2157.30

Comparison with other neighbouring county councils 2011/12 Band D Council Tax



What investments are we making for the future?

The capital programme scheme will see the following investments in new or updated infrastructure over the next 5 years:



The capital programme will be funded by a mixture of capital grants, contributions from developers, planned asset sales and enhanced borrowing to make up the deficit.

This year, we will continue to focus on our existing priorities:

- developing the local economy for the benefit of all
- helping people live healthy and independent lives
- supporting and protecting vulnerable people.

Here's how we plan to make a difference in 2012 and beyond:

Developing the local economy for the benefit of all

We must use our resources in a way that will benefit individuals, communities and the county as a whole.

- I will ensure that we provide the leadership needed to remove barriers to business growth, making the most of our local, national and international influence. We will have the foresight to invest in growth areas and make bold choices on borrowing so we can prioritise key investments like superfast broadband, improved roads and a new rail station.

- One of the greatest barriers to growth is a lack of affordable housing and the right community infrastructure for people to live healthy and independent lives. We will invest in both existing and new communities to make sure Cambridgeshire is full of great local places to live and work in.

- Maximising our economic potential also means investing in our future workforce. This starts with further improving our educational outcomes, and ensuring more young people take part in post-16 education and training. We will also invest in improving adult skills that meet employers' needs.

Helping people live healthy and independent lives

We will use our resources to help local people to lead full, independent lives.

- Leadership of healthy communities starts with our local elected members, who now have a key role in bringing health and social care together at county and local level. It also means having the will to invest early so that people have access to those services that enable them to remain healthy and independent.

- I want to see communities strengthened so that change is locally led, with decision-making power and resources in the hands of local people. We will support local communities to come together to design and provide services, and give people more control and choice at an individual level, through personal budgets for social care.

- Investing in growth where communities are expanding is also essential, ensuring people have the right community infrastructure, green space and local transport options to enable them to access employment and essential services.

Supporting and protecting vulnerable people

It is essential that we continue using our resources to support the most vulnerable in our community.

• I am ambitious for our leadership role in support of the most vulnerable. We will lead the way in working together with our partners and have the courage to invest early so that people do not become vulnerable in the first place.

• We will step in at the local level where people need additional support and protection, and we will work with our partners in local areas to strengthen the support to vulnerable families in their own communities.

• I am also convinced that by investing in economic growth, we can support those who are most vulnerable. By helping families into work, we will be doing much to address child poverty and ensure all children and young people reach their full potential.

We aspire to excellence – nothing less. I want us to be Britain's best county to live and work in, which means being bold in our thinking and approaches, and certain in our provision of services.

As an organisation, we will ensure we do all we can to change services so we continue to meet people's needs, but at reduced costs.

We will recruit, retain and develop people who want to give the very best service to Cambridgeshire and its communities.

We will make sure the way we deliver our services results in the best outcomes.

And we'll make sure that, behind the scenes, we are streamlined and businesslike in our approach.

This is our vision for Cambridgeshire.

Do you want to know more?

Cambridgeshire County Council

Copies of the County Council's Integrated Plan are available on our Internet site or by request from:

address: **Corporate Finance Manager, Corporate Finance, RES1211, Shire Hall, Castle Hill, Cambridge, CB3 0AP**
telephone: **01223 715333**
e-mail: **corporate.finance@cambridgeshire.gov.uk**

excelcare
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Welcome to Excelcare, a social care company that provides a wide range of residential homes, nursing homes and domiciliary care. By providing high quality services sensitive to the needs of customers, our continuous success as a respected care provider has been maintained.

We currently have 34 residential care and nursing homes within the Excelcare organisation, all working hard to provide high standards of care to each of our residents, creating a safe and friendly place to live.

Our Homes offer a wide range of services to our residents. These include Hairdressing and Beauty Salons, Cinema Rooms, Library and Internet Facilities and many more.

Cambridge Region

ALIWAL MANOR
Turners Lane
Whittlesey PE7 1EH
Tel: 01733 203347
Fax: 01733 203566

BROOK HOUSE
45 Seymour Street
Cambridge CB1 3DJ
Tel: 01223 247864
Fax: 01223 213055

RHEOLA
Broadleas
St Ives PE27 5PU
Tel: 01480 375163
Fax: 01480 375160

BUCHAN HOUSE
Buchan Street
Cambridge CB4 2XL
Tel: 01223 712111
Fax. 01223 712113

HUNTERS DOWN
Hartford Road
Huntingdon, Cambs PE29 1XL
Tel: 01480 456899
Fax: 01480 435208

ST GEORGE'S COURT
Russell Street
Cambridge CB2 1HT
Tel: 01223 712135/308208
Fax: 01223 712138

PRIMROSE CROFT
Primrose Street
Cambridge CB4 3EH
Tel: 01223 354773
Fax: 01223 566549

FITZWILLIAM HOUSE
Rook Street
Cottenham CB24 8QZ
Tel: 01954 273310
Fax: 01954 273309

ETHELDRED HOUSE
Clay Street
Histon CB24 9EY
Tel: 01223 236079
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Cambs PE13 2JF
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or fax us on 01480 498330
email: joanne.king@excelcareholdings.com

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Council Tax explanatory notes

The Council Tax helps to pay for local services like policing and rubbish collection. It applies to all domestic properties, including houses, bungalows, flats, maisonettes, mobile homes and houseboats, whether owned or rented, where it is occupied by someone as their sole or main residence.

There is one bill per property whether it is owned or rented. The people who live in the property will normally have to pay the Council Tax.

Council Tax Valuation Bands

Valuation Band	Range of Values £	Proportion of Band D Tax Payable
A	Up to and inc. £40,000	6/9
B	£40,001 to £52,000	7/9
C	£52,001 to £68,000	8/9
D	£68,001 to £88,000	1
E	£88,001 to £120,000	11/9
F	£120,001 to £160,000	13/9
G	£160,001 to £320,000	15/9
H	More than £320,000	2

Properties have been allocated to one of eight bands according to their open market capital value at 1 April 1991. Your Council Tax bill tells you which band applies to your property. You will find more details about the valuation bands on our website or by contacting us.

Appeals

The grounds for appeal about banding are restricted to the following cases.

- Where you believe that the banding should be changed because there has been a material increase or material reduction (this is explained below) in the value of the property.
- Where you start or stop using part of your home to carry out a business, or the balance between domestic and business use changes.
- Where the Valuation Officer has altered the banding without a proposal having been made by a taxpayer.
- Where you become the taxpayer in respect of a property for the first time. (Your appeal must be made within six months, but if a Valuation Tribunal has already made a decision on the same appeal, it cannot be made again).

A material increase in value may result from building, engineering or other work carried out on the property. In these cases, revaluation does not take place until after a sale or when a national revaluation exercise takes place – so the person appealing would usually be the new owner or resident.

A material reduction in value may result from the demolition of any part of the property, a change in the physical state of the local area or adaptation to make the property suitable for use by someone with a physical disability. In these cases, revaluation should take place as soon as possible.

Appeals about banding should be sent directly to the Valuation Office Agency who can be contacted at Listing Officer, Council Tax East, Valuation Office Agency, Ground Floor, Ferrers House, Castle Meadow Road, Nottingham, NG2 1AB Telephone: 03000 501501.

You may also appeal if you feel that you are not the person who should pay the Council Tax. If you wish to appeal, you must first write to your local council, using the address shown in the Contacts section on page 46 and give all the necessary details to allow the matter to be reconsidered.

Making an appeal does not allow you to withhold payment of tax owing in the meantime. If your appeal is successful you will be entitled to a refund of any tax you have overpaid.

Discounts

The full Council Tax bill assumes that there are two adults living in a property. If only one adult lives in a property (as their main home) the Council Tax payer can apply to have the bill reduced by 25%.

If a property is no one's main home, the bill can be reduced by up to 50%. This can apply to empty properties and second homes.

In 2004 Government changes gave local councils the option of reducing the previous 50% Council Tax discount on unoccupied, furnished properties (often referred to as 'Second Homes') to a minimum of 10%.

For Long Term Empty (unfurnished) homes, the Council has the option of completely removing the discount. You are advised to check with your council, to see if a local scheme is in operation.

The following people will not be counted when looking at the number of adults living in a property, if they meet certain conditions. This means that the council taxpayer may qualify for a discount even if there is more than one adult living in the property.

- Full-time students, student nurses, apprentices and Youth Training trainees.
- 18 and 19 year-olds who are at, or who have just left, school and for whom Child Benefit is still payable.
- Members of visiting forces and certain international institutions.
- People caring for someone with a disability who is not their spouse, partner or child under 18.
- People who are being looked after in care homes.
- Patients permanently resident in hospital.
- People who are severely mentally impaired.
- Careworkers working for low pay, usually for charities.
- People staying in certain hostels or night shelters.
- Members of religious communities (monks and nuns).
- People in prison (except those in prison for non-payment of Council Tax or a fine).

If you think you may be entitled to a discount, you should contact your local council at the address shown in the Contacts section on page 46.

If your bill shows that a discount has been allowed, you must tell your local council of any change of circumstances that affect your entitlement; for example a second resident reaches the age of 18.

If you fail to do so, you may have to pay a penalty.

People with Disabilities

If you, or someone who lives with you, need a special room, additional bathroom or kitchen, or extra space in your property to meet special needs arising from a disability, you may be entitled to a reduced Council Tax bill.

These reductions ensure that disabled people do not pay more tax on account of space needed because of a disability.

For further details please contact the Council at the address shown in the Contacts section on page 46.

If your home has any special fixtures that have been added for a disabled resident which may affect the overall value of the property and you do not think they have been taken into account in the valuation band, you should contact the Valuation Officer at the address shown in the Appeals section on page 29.

Exempt Properties

Some properties may be exempt from Council Tax. If you own or occupy a property that is described below and your bill does not show that an exemption has been granted, please contact your local Council Tax Office for advice, by using any of the methods shown in the Contacts section on page 46 of this booklet.

It is important that you check with your council whether a local scheme is in operation.

Class ***An unoccupied property that is;***

- **A** undergoing or requires major repair work or undergoing structural alteration (exemption allowed for up to one year or six months from completion of the works, whichever is sooner)
- **B** owned by a charity (exemption allowed for up to six months only)
- **C** unfurnished (exemption allowed for up to six months)
- **D** left empty by someone who has gone to prison
- **E** unoccupied dwelling previously occupied by a person now in permanent residential care
- **F** waiting for probate or letters of administration to be granted (exemption may continue for up to six months after being granted)
- **G** empty because occupation is forbidden by law
- **H** waiting to be occupied by a minister of religion
- **I** left empty by someone who has moved to receive personal care by reason of old age, disablement or illness
- **J** left empty by someone who has moved out to provide personal care to another person
- **K** owned by a student and was last occupied by a student
- **L** subject to a Repossession Order
- **Q** the responsibility of a bankrupt's trustee
- **R** a site for an individual caravan or mobile home, or a mooring
- **T** difficult to let because it is linked to, or in the grounds of, another property and may not be let separately from that other property without breaching planning permission. The liable person must, however, live in the other property to qualify.

An occupied property:

- **M/N** where all the residents are students
- **P** where at least one liable person is a member of a visiting force
- **S** where all the residents are less than 18 years of age
- **U** where all the residents are severely mentally impaired
- **V** where at least one liable person is a foreign diplomat
- **W** which is annexed to a family home and occupied by that family's elderly or disabled relatives.

Forces barracks and married quarters are also exempt (Class O). Their occupants will contribute to the cost of local services through a special arrangement.

These categories are only broad descriptions of the available exemptions. If you believe an exemption should apply to your bill, please contact your local Council Tax Office for advice. Please remember, while you are waiting for the outcome of an application, you must continue to pay your current bill. If this causes any problem, please contact us immediately.

If your circumstances change you must tell your local council within 21 days of the change, otherwise you may have to pay a penalty.

Benefits

Do you struggle to pay your rent or Council Tax? If you are on a low income, your Council may be able to help you with Housing Benefit and/or Council Tax Benefit.

Any Council Tax Benefit you are awarded will be used by your Council to reduce your Council Tax bill. If you are entitled to Housing Benefit, your Council will give you money to pay to your landlord for your rent. If you are a Council tenant, your Housing Benefit will be paid directly to your rent account every week. You will be responsible for any difference between the rent charged and the benefit paid.

Even if you are working, you could still get benefit. However, if you have more than £16,000 in savings you will not usually qualify. The benefit you get will depend on:

- The amount of Council Tax or rent you pay
- The needs of your family
- Your income
- Your savings
- The people who live with you.

Even if you have claimed before, it may be worth applying again. The figures that are used to calculate benefit change each April and this means that you may qualify now. Make sure you apply as soon as you can because if you do not, you may lose benefit. Don't delay - claim today.

If you don't qualify for Council Tax Benefit based on your own income, you may still be able to get help through Second Adult Rebate. You can claim this if you are the only person responsible for paying Council Tax and the other person (or people) living with you is on a low income and is not your partner. A second adult can be a grown up son or daughter, or a friend or relative living with you. The level of benefit will be assessed on their income, not yours.

If you would like more information or to ask for a claim form, please ring your local Housing and Council Tax Benefit Office using the number shown on page 46 of this booklet.

If you jointly own or rent the property with someone else who is not your partner, you will only be able to claim Housing and Council Tax Benefit on a percentage of the charge. For example, if you jointly own or rent the property with one other person, you will only be able to claim Housing or Council Tax Benefit on 50% of the charge. Please make sure that you tell your Housing and Council Tax Benefit Office how many people jointly own or rent the property you live in.

Important Changes to Housing Benefit and Council Tax Benefit

If you currently receive Housing Benefit it may be possible to get extra benefit if you or your partner has a need for overnight care, which is provided by a non-resident carer.

We can now consider paying your Local Housing Allowance directly to your landlord if that will help you get or keep a tenancy.

All non-dependant deductions will be increasing from April 2012.

Fraud Prevention

If you have any information on suspected Housing Benefit or Council Tax Benefit fraud, please ring the National Fraud hotline on **0800 328 6340** or the local number listed on page 46 of this booklet.

Local charity needs foster carers in all areas

There's no such thing as an ideal foster carer, what you can offer a young person is far more important.

Whether you have a large family or are living on your own, provided you have a spare room, a caring nature, time and energy, you could provide a young person with a happy home.

In addition to a fostering allowance of between £330/£450 a week, you will be supported by a TACT social worker 24 hours a day, 7 days a week and receive training tailored to your needs. The Adolescent and Children's Trust (TACT) is a charity – everything we do is put back into helping our families and young people.

Interested in giving a young person a brighter, happier future? We would love to hear from you. Please contact **Hazel on 01536 411 410** or email us quoting ref. **EMFA2** at **kettering@tactcare.org.uk**

www.tactcare.org.uk/Foster

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TACT
The Adolescent and Children's Trust

Registered charity numbers: England & Wales 1018863, Scotland SC 039552

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I couldn't make excuses for his abusive behaviour anymore. I didn't know what to do. But I spoke to people who understood. They helped me make a plan to keep safe and take control of my situation.

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Beat domestic abuse

Contact people who understand and can help you.

Cambridgeshire's Multi-Agency Referral Unit **Tel: 03454 564564**
Cambridge Women's Aid (City and South Cambs.) **Tel: 01223 361214**
Refuge (East, Hunts and Fenland) **Tel: 0771 7275942**

Non-Domestic Rates explanatory notes

Non-Domestic Rates, or business rates, collected by local authorities, are the way that those who occupy non-domestic property contribute towards the cost of local services. Except in the City of London, where special arrangements apply, the rates are pooled by central government and redistributed to local authorities as part of the annual formula grant settlement. The money, together with revenue from council tax payers, revenue support grant provided by the government and certain other sums, is used to pay for the services provided by your local council and other local authorities in your area. Further information about the business rates system, including transitional and other reliefs, may be obtained at www.businesslink.gov.uk.

Rateable Value

Apart from properties that are exempt from business rates, each non-domestic property has a rateable value which is set by the valuation officers of the Valuation Office Agency (VOA), an agency of Her Majesty's Revenue and Customs. They draw up and maintain a full list of all rateable values, available on their website at www.voa.gov.uk. The rateable value of your property is shown on the front of this bill. This broadly represents the yearly rent the property could have been let for on the open market on a particular date. For the revaluation that came into effect on 1st April 2010, this date was set as 1st April 2008.

The valuation officer may alter the value if circumstances change. The ratepayer (and certain others who have an interest in the property) can appeal against the value shown in the list if they believe it is wrong. Further information about the grounds on which appeals may be made and the process for doing so can be found on the VOA website or from your local valuation office: **Valuation Officer, Non-Domestic Rates East, Valuation Office Agency, Roseberry Court, Central Avenue, St Andrews Business Park, Norwich, NR7 0HS. Telephone: 03000 501501**

National Non-Domestic Rating multiplier

The local authority works out the business rates bill by multiplying the rateable value of the property by the appropriate multiplier. There are two multipliers; the standard non-domestic rating multiplier and the small business non-domestic rating multiplier. The former is higher to pay for small business rate relief. Except in the City of London where special arrangements apply, the government sets the multipliers for each financial year for the whole of England according to formulae set by legislation. Between revaluations the multipliers change each year in line with inflation and to take account of the cost of small business rate relief. In the year of revaluation the multipliers are rebased to account for overall changes to total rateable value and to ensure that the revaluation does not raise extra money for government. The current multipliers are shown on the front of your bill.

Revaluation 2010 and transitional arrangements

All rateable values are reassessed every five years at a general revaluation. The current rating list is based on the 2010 revaluation. Five-yearly revaluations make sure each

ratepayer pays their fair contribution and no more, by ensuring that the share of the national rates bill paid by any one ratepayer reflects changes over time in the value of their property relative to others. Revaluation does not raise extra money for government.

For those ratepayers who would otherwise have seen significant increases in their rates liability, the government has put in place a £2 billion transitional relief scheme to limit and phase in changes in rate bills as a result of the 2010 revaluation. To help pay for the limits on increases in bills, there were also limits on reductions in bills. Under the transition scheme, limits continue to apply to yearly increases and decreases until the full amount is due (rateable value times the appropriate multiplier). The scheme applies only to the bill based on a property at the time of the revaluation.

If there are any changes to the property after 1st April 2010, transitional arrangements will not normally apply to the part of a bill that relates to any increase in rateable value due to those changes. Changes to your bill as a result of other reasons (such as because of changes to the amount of small business rate relief) are not covered by the transitional arrangements. The transitional arrangements are applied automatically and are shown on the front of this bill. More information on revaluation 2010 can be found at www.voa.gov.uk. Further information about transitional arrangements and other relief can be obtained from your local authority or www.mybusinesslink.gov.uk

Unoccupied property rating

Business rates will not be payable in the first three months that a property is empty. This is extended to six months in the case of certain industrial properties. After this period rates are payable in full unless the unoccupied property rate has been reduced by government order. In most cases the unoccupied property rate is zero for properties owned by charities and community amateur sports clubs. In addition, there are a number of exemptions from the unoccupied property rate. Full details on exemptions can be obtained from your local authority. If the unoccupied property rate for the financial year has been reduced by order, it will be shown on the front of this bill.

Partly occupied property relief

A ratepayer is liable for the full non-domestic rate whether a property is wholly occupied or only partly occupied. Where a property is partly occupied for a short time, the local authority has discretion in certain cases to award relief in respect of the unoccupied part. Full details can be obtained from the council (see contacts section on page 46).

Small business rate relief

Ratepayers who are not entitled to another mandatory relief or are liable for unoccupied property rates and occupy a property with a rateable value which does not exceed £17,999 outside London or £25,499 in London, will have their bill calculated using the lower small business non-domestic rating multiplier, rather than the national non-domestic rating multiplier.

In addition, if the sole or main property is shown on the rating list with a rateable value which does not exceed £12,000, the ratepayer will receive a percentage reduction in their rates bill for this property of up to a maximum of 50% for a property with a rateable value of not more than £6,000. This percentage reduction (relief) is only available to ratepayers who occupy either-

(a) one property, or

(b) one main property and other additional properties providing those additional properties each have a rateable value which does not exceed £2,599.

The rateable value of the property mentioned in (a), or the aggregate rateable value of all the properties mentioned in (b), must not exceed £17,999 outside London or £25,499 in London on each day for which relief is being sought. If the rateable value, or aggregate rateable value, increases above those levels, relief will cease from the day of the increase.

Where a ratepayer meets the eligibility criteria and has not received the relief they should contact their local authority. Provided the ratepayer continues to satisfy the conditions for relief which apply at the relevant time as regards the property and the ratepayer, they will automatically continue to receive relief in each new valuation period.

Certain changes in circumstances will need to be notified to the local authority by a ratepayer who is in receipt of relief (other changes will be picked up by the local authority). The changes which should be notified are-

(a) the ratepayer taking up occupation of an additional property, and

(b) an increase in the rateable value of a property occupied by the ratepayer in an area other than the area of the local authority which granted the relief.

Charity and Community Amateur Sports Club relief

Charities and registered Community Amateur Sports Clubs are entitled to 80% relief where the property is occupied by the charity or the club, and is wholly or mainly used for the charitable purposes of the charity (or of that and other charities), or for the purposes of the club (or of that and other clubs). The local authority has discretion to give further relief on the remaining bill. Full details can be obtained from the council.

Non-Profit making organisation relief

The local authority has discretion to give relief to non-profit making organisations. Full details can be obtained from the council (see the contacts section on page 46).

Local discounts and hardship relief

Your local authority has discretion to give relief in specific circumstances. Full details can be obtained from the council (see the contacts section on page 46).

Rate relief for businesses in rural areas

Certain types of business in a rural settlement, with a population below 3,000 may be entitled to relief. The property must be the only general store, the only post office or a food shop and have a rateable value of less than £8,500, or the only public house or the only petrol station and have a rateable value of less than £12,500. The property has to be occupied. An eligible ratepayer is entitled to relief at 50% of the full charge whilst your local authority also has discretion to give further relief on the remaining bill. In addition, the council can give relief on certain other occupied property in a rural settlement where the rateable value is less than £16,500. Full details can be obtained from the council (see the contacts section on page 46).

Cancellation of backdated rates liabilities

The government has, through the Localism Act 2011, taken a power to allow for the cancellation of certain backdated rates bills that accrued on the 2005 rating list only. Information on the type of backdated rates liability that can be cancelled is available with Business Rates Information letter titled Cancellation of Backdated Rates: www.communities.gov.uk/localgovernment/localgovernmentfinance/businessrates/busratesinformationletters/

Rating advisers

Ratepayers do not have to be represented in discussions about their rateable value or their rates bill. Appeals against rateable values can be made free of charge. However, ratepayers who do wish to be represented should be aware that members of the Royal Institution of Chartered Surveyors (RICS - www.rics.org) and the Institute of Revenues, Rating and Valuation (IRRV - www.irrv.org.uk) are qualified and are regulated by rules of professional conduct designed to protect the public from misconduct. Before you employ a rating adviser, you should check that they have the necessary knowledge and expertise, as well as appropriate indemnity insurance. Take great care and, if necessary, seek further advice before entering into any contract.

Information supplied with demand notices

Information relating to the relevant and previous financial years in regard to the gross expenditure of the council is enclosed in this leaflet. Queries or requests for further information should be made to your local authority (see the contacts section on page 46).

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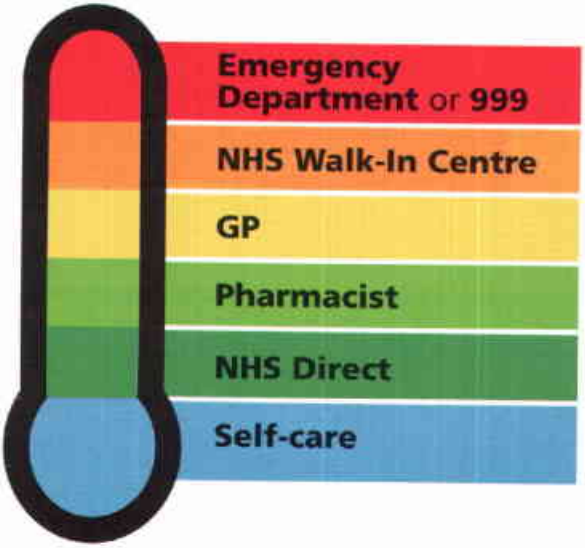

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- Fast, efficient service
- Typically £11.50 an hour
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If you know somebody who you think is claiming benefit incorrectly, help us to ***stop*** them by calling our Benefits Fraud Hotline:

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www.scambs.gov.uk
www.cambsfire.gov.uk
www.cambs-pa.gov

Cambridge Valuation Office Agency Banding/Valuation enquiries **0300 0507 155**

If you would like a copy of the text in this leaflet in large print, Braille, audiotape or in another language, please call

0345 045 0064

South Cambridgeshire District Council

Cambourne Business Park, Cambourne, Cambridge, CB23 6EA

General enquiries	**0345 045 0500**
Council Tax Bill enquiries	0345 045 0064
Business Rate enquiries	0195 471 3112
Housing/Council Tax Benefit	0345 045 0061
Benefit Fraud Hotline	0800 731 1892
Housing Rents	0345 045 0064
Waste Collection and Recycling	0345 045 0063
Development Services	0345 045 5216
Development Control	0345 045 5215
Building Regulation Inspections	0345 045 0062
Environmental Services	0345 045 0063
Housing general enquiries	0345 045 0051
Licensing	0345 045 0063

Cambridgeshire and Peterborough Fire Authority

Hinchingbrooke Cottage, Brampton Road, Huntingdon PE29 2NA

Fire Service Headquarters	**01480 444500**

In an emergency dial 999

Cambridgeshire Police Authority

Cambridgeshire Police Authority, Constabulary Headquarters, Hinchingbrooke Park, Huntingdon PE29 6NP

Constabulary non emergency number	**101**
Police Authority	0300 333 3456

In an emergency dial 999

Cambridgeshire County Council

Shire Hall, Castle Hill, Cambridge CB3 0AP

General Enquiries (Mon-Fri 8am to 6pm, Sat 9am to 1pm)	**0345 045 5200**
Libraries	0345 045 5225
Road Maintenance	0345 045 5212
Schools/Education	01223 706399
Street lighting	0800 783 8247
Trading Standards	0345 045 5206
Waste Management	0345 045 5207
Social Services (adult services)	0345 045 5202
Social Services (children's services)	0345 045 5203
Social Services (out of hours)	01733 234724

Have your circumstances changed?

You must contact us straight away if your circumstances change in a way that could affect your bill. We need to know if you move house or business premises, if you think you might qualify for a discount or may no longer be eligible for a discount. If you are claiming Council Tax Benefit you will need to tell us if your income changes. Please make sure you read your bill and check on page 30 of your leaflet for discount information. This information means we can make sure you are charged the correct amount of Council Tax or Business Rates. It may also stop you having a large backdated bill when we do find out about the change.

You have a legal obligation to notify us within 21 days of any change. Failure to do so could also result in a civil penalty of £50. You must ensure that any information you provide is accurate - we may ask you for documentary evidence before we make any change to your liability.

Details of Change

Account number: .....

Name: .....

Current address: .....

.....

Contact telephone number .....

Email address: .....

I / We moved out on: _ _ / _ _ / _ _

New address: .....

.....

The new occupier is: .....

I am now the only adult living in the property since: _ _ / _ _ / _ _

I am no longer the only adult living in the property since: _ _ / _ _ / _ _

Please return this form to:
South Cambridgeshire District Council, Cambourne Business Park, Cambourne, Cambridge CB23 6EA

If you are on low income, you may be able to get help with your Council Tax by claiming Council Tax Benefit, even if you are in full-time work. To find out more and to request an application form, please call us on **03450 450 061.**

Busy day?

Bills to pay?

Direct debit's the easy way!

Direct debit is a simple, safe and effective way to pay your Council Tax or Business Rates.

You can set up a direct debit over the telephone or complete a form. Once set up, South Cambridgeshire District Council will let you know how much will be taken from your bank and when.

You can choose to pay your Council Tax on either the 8th or 23rd of each month and your Business Rates on either the 1st or 15th.

You are protected by the Direct Debit Guarantee, which means we must give you ten days' notice of any changes we make.

If you would like to pay by direct debit, either fill in this form and return it to us at the address below and we will send you a direct debit instruction to complete, or to save time, simply ring (01954) 713482 and we can set it up over the phone.

Remember: no more forgotten payments, no more trips to the Post Office and no more cheques to write.

Please send me a direct debit instruction for my Council Tax

Reference number: .....

Name: .....

Please send me a direct debit instruction for my Business Rates

Reference number: .....

Name: .....

Please return this form to:
South Cambridgeshire District Council, Cambourne Business Park, Cambourne, Cambridge CB23 6EA